

Personal Tuition & Training Terms & Conditions

- **Payment:** Payment is required in advance, at time of booking the training session. Payment by direct deposit, credit card or cash will be accepted.
- **Confirmation:** Once your payment has been received, your tuition will be confirmed by email and receive training details, preparation instructions, and a tax invoice showing receipt of your payment.
- **Changing Training Dates & Times:** You are welcome to reschedule the training dates at any time. However, we would appreciate a least week's advanced notice. There is **no** charge incurred when changing the dates of the training schedule. (Except if there was any venue hire cost involved – see note below)
- **Completing the Split-Day Training & Advanced Action Coaching:** These training sessions must be completed within 6 months of the original session.
- **Client Cancellation:** If you need to totally cancel the tuition, you must do so directly by phone or email 2 days before the tuition start date and a full refund will be issued. If the training is totally cancelled and not rescheduled within **2 days** (48 hours) of the initial training date, you will incur a **10%** charge of the total cost of the training to cover administration, printing and processing costs.
- **Cancelling or Changing Training Venues:** If you need to change or cancel another venue that was pre-booked by Art of Communicating for the training, the cost for that venue cannot be refunded to you, as it would have been paid to the venue in advance.
- **Cancellation and/or Reschedule of Training by Art of Communicating:** If the trainer/facilitator from Art of Communicating is unable to conduct the training for any reason on the date/s scheduled, you will be offered an alternative training option for your consideration. If the alternative dates are unsuitable for you, and we cannot reschedule your training, your payment will be refunded in full.

All care will be taken to give you suitable notice if Art of Communicating needs to reschedule or cancel a course due to unforeseen circumstances.

Art of Communicating shall not in any way be held responsible for any expenses that the participant or company may incur as a result of having to cancel or reschedule a course.